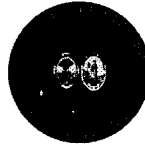


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Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: contact@psc.sc.gov

* Required Fields

Letter of Protest

Print

Email

Date: * May 20, 2011

in Docket * 2011 - 47 - WS

Protestant Information:

Name * Michael + Kelli Ball

Mailing Address * 111 Maple Leaf Way

City, State Zip * Lexington, SC 29073 Phone * 803-447-8197

E-mail ballboss77@yahoo.com

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a water and sewer customer of Carolina Water Service, Incorporated in the Maple Grove subdivision in Lexington, SC. I am considered part of the "I-20" water system, am a "Water Distribution Only" customer, and a standard sewer customer.

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

See attached.

3. Do you wish to make an appearance at a hearing in this proceeding, if scheduled, and offer sworn testimony? *
(This section should be completed.)

Yes.

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2. Please give a concise statement of your protest:

At right, the following municipalities not only treat the water and sewer, but yet are able to maintain far more affordable rates. CWS currently charges nearly double for merely a pass-through system, and now wants to increase rates 83%? UNBELIEVABLE!

I ask the PSC to consider the following:

- No customer has control over water lost between the master meter and resident meters. Customers should not have to pay for variable costs the utility could maintain better but doesn't.
- Accountability. Waste water treatment plants water usage is, at this time, estimated and not metered, giving CWS the ability to charge whatever suits its interest.
- Distribution-only customers should not have the same costs go into their Base Facilities Charge and Commodity Charge as non-distribution only customers. CWS has only to maintain lines and bill customers in distribution-only water systems. We already pay for all the West Columbia water treatment facilities (Supply Charge).
- Can the PSC scrutinize the financial documents provided in the CWS rate case application to make absolutely sure monies are going where it should and not to cross company/cross state functions? Utilities Inc. owns five water companies in South Carolina alone and is also in 17 other states. One office in Northbrook, Il., handles the billing for all of these the sister companies. There is bound to be error.
- The "pass-through" mechanism should be changed in the new rate structure, specifically, that customers should only be billed for the gallons of West Columbia water that pass through their individual meter and only at the rate that West Columbia charges Carolina Water Service.
- The CWS water tower on Mineral Springs road is an eyesore. Doesn't look like one-cent of the capital improvement has been applied to it. Looks abandoned. To take a look at it makes one think twice about drinking the water that's coming from it.
- My wife and I bought our home at 111 Maple Leaf Way in Lexington in June '10. After discussing with other neighbors how they felt about the neighborhood, they were all very pleased with it save for one thing — Carolina Water Service. All of our neighbors consistently complained of poor customer service and very inaccurate billing. This has been heard across the board from every neighbor we've met.

Rates charged by other water and sewer providers

(Based on 6,000 gallons of in-town, residential usage)

	Water	Sewer
Batesburg-Leesville	\$31.28	\$40.28
Cayce	\$22.61	\$17.07
Chapin	\$35.50	\$17.00
Lexington	\$28.99	\$32.67
West Columbia	\$15.10	\$9.20
Joint Municipal Water and Sewer Commission	\$39.68	\$45.16

SOURCE: STATE BUDGET AND CONTROL BOARD, OFFICE OF LOCAL GOVERNMENT, OCTOBER 2010. SERVICES ARE FROM MUNICIPALITIES OR SPECIAL PURPOSE DISTRICTS WHICH ARE NOT PROFIT BASED OR REGULATED BY THE PSC.

Thank you for considering the above. I hope the PSC can find justification for allowing an 83% increase to our water service because, frankly, I can not.

Sincerely,



Michael Ball

111 Maple Leaf Way
Lexington, SC 29072